



National Forum for Background Checks

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Background Screening Interest Track
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Measuring Performance in LTC Background Screening Programs

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Measuring Performance in Background Screening Programs



- ▶ Objective: This session will show several data reporting approaches to measuring performance in statewide background screening programs.
- ▶ Questions and discussion: Our conference goal is dialog. In this session, attendees are encouraged to comment, ask questions, describe performance measures in their State, and exchange information.



Measuring Performance: Topics

- ▶ CNA – NBCP Yearly Outcomes
- ▶ OH – Measuring performance
- ▶ MO – Measuring performance
- ▶ OK – Abuse findings and prior screenings
- ▶ Questions and Discussion



Performance Measurement: NBCP

- ▶ Slide showing growth from 2014-2016
 - ▶ Number of States
 - ▶ Eligibles & Ineligibles
- ▶ Slide showing Best Practices
 - ▶ FBI DQs compared to State only
 - ▶ Waivers
 - ▶ Rap back hits
- ▶ Slides showing innovations
 - ▶ Connections
 - ▶ NNAR (Beth will show this)



NBCP 2016 Highlights

- ▶ Number of States conducting Fingerprint-based screenings continues to increase:
 - ▶ Two States began new FP-based checks
 - ▶ Two States incrementally rolled out checks begun in 2015.
- ▶ Number of fingerprint-based screenings increased
- ▶ Live scan widely implemented: low reject rate

NBCP States Submitting Fingerprints

All to FBI	14
Some to FBI	4
State only	4
None	4

NBCP Fingerprinting Volume (14 States)

Submitted	595,823
Rejected	12,947
Reject %	2.2%



NBCP 2016 Highlights (continued)

Stage of Screening	# States	Count
Initial Applications Started (a)	18	1,051,817
Applicants passed registry screen (b)	14	759,175
Applicants submitted fingerprints (c)	14	595,823
Screened without re-printing (d)	11	94,436
Eligibility decisions (e)	14	565,399
Rap back hits received (f)	8	50,154
Total Records (a+d+f)		1,196,407

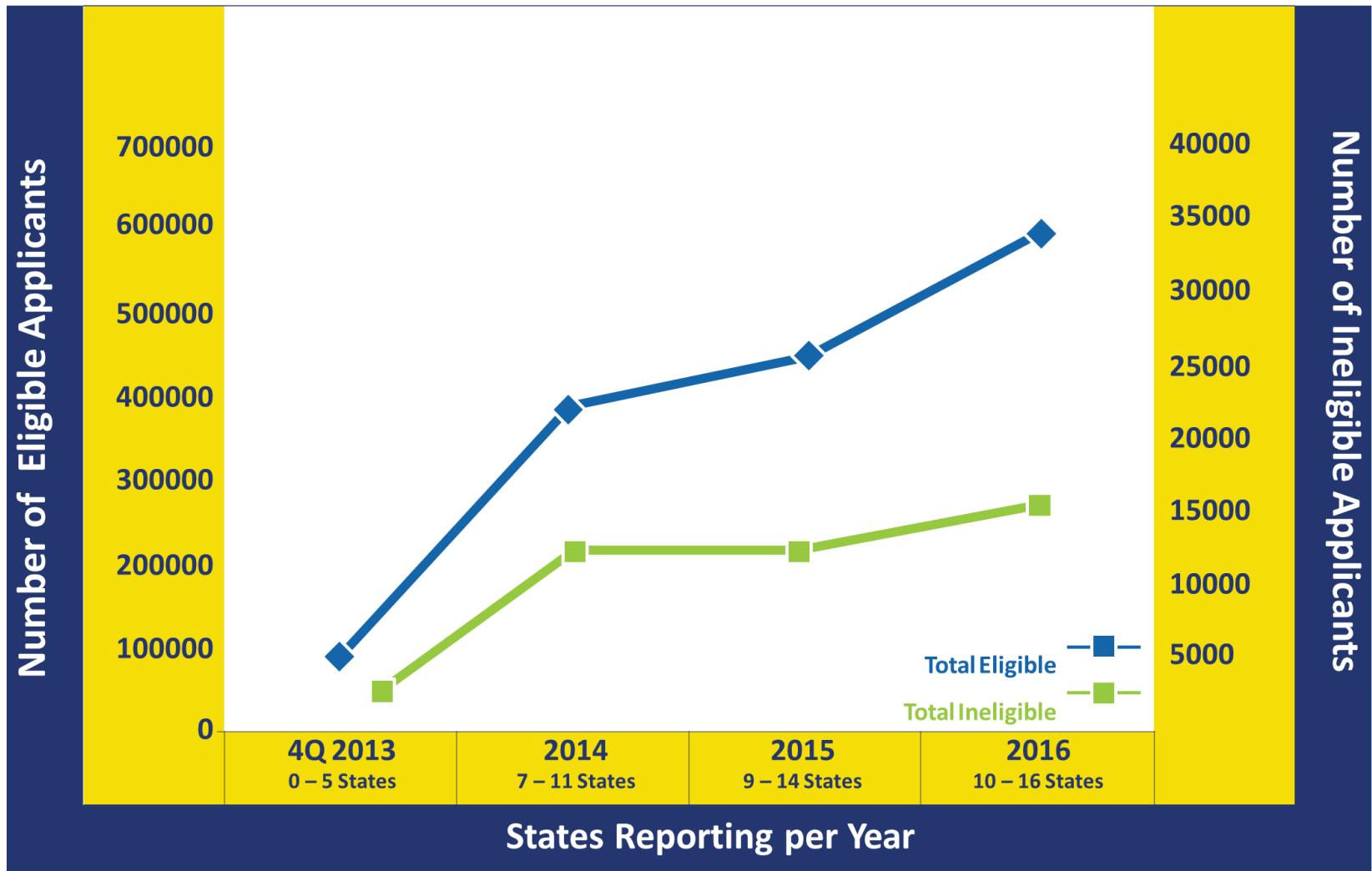


Measuring Growth in NBCP

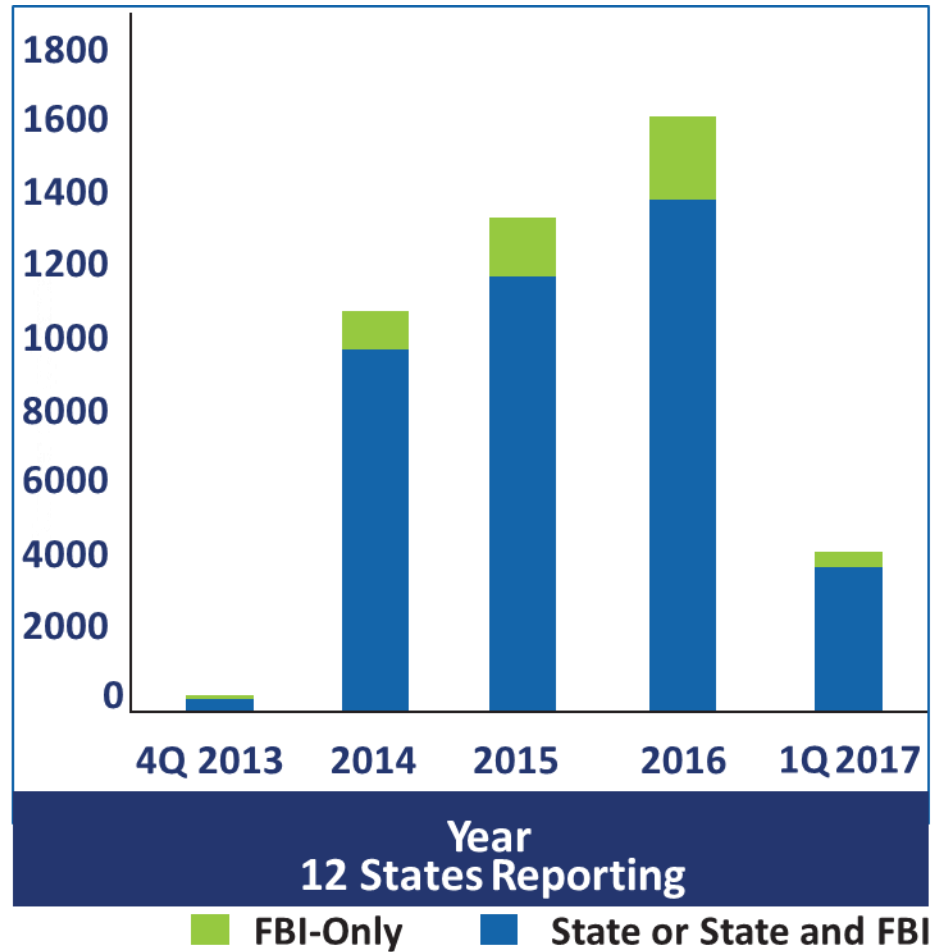
- ▶ Numbers of determinations (eligible and ineligible)
- ▶ Effect of FBI checks on finding ineligibles
 - ▶ % varies by proximity of out-of-State workforce
- ▶ Effect of rap back on reducing duplicate FPs
 - ▶ Hiring previously cleared individuals saves!
- ▶ What questions do we wish we could answer
 - ▶ Complete effect of out of State registry checks
 - ▶ Compare effect of rap back using more States
- ▶ Suggestions/advice to new States



NBCP Growth in Processed Applicants



FBI Checks Identify Ineligible Applicants





Measuring Performance: Ohio

- ▶ Jane Lengel, NBCP Program Director
- ▶ Recap Scope of ARCS
- ▶ What reports does ARCS provide:
 - ▶ CMS quarterly: #s and % by provider type, employee type.
- ▶ What questions do we wish we could answer
 - ▶ Measure of success in terms of eligibility, efficiency.
 - ▶ MED file matches monthly
- ▶ Suggestions/Advice to new States
 - ▶ Use SSN



Measuring Performance: Missouri (1)

- ▶ Melanie Madore, Bureau Chief, Family Care Safety Registry
- ▶ Scope of Family Care Safety Registry
 - ▶ Missouri data only
 - ▶ Databases checked
 - ▶ Name-based criminal history and sex offender registry
 - ▶ Child abuse/neglect registry
 - ▶ DHSS Employment Disqualification List and DMH Employment Disqualification Registry
 - ▶ Child care licensure records and foster parent licensure records
 - ▶ Providers using the FCSR
 - ▶ Long term care facilities
 - ▶ Personal care agencies, home health agencies and hospices
 - ▶ Hospitals, ambulatory care centers, and non-emergency medical transportation
 - ▶ Mental health providers, including substance abuse/rehabilitation
 - ▶ Adoption agencies and foster parent program (including residential facilities for children in the foster care system)
 - ▶ Child care – licensed centers and homes, license exempt centers, other settings (church, sports, dance, etc.)
 - ▶ K-12 schools
 - ▶ Higher ed programs placing students in clinical or student teaching positions



Measuring Performance: Missouri (2)

- ▶ Providers request screenings via paper, telephone, or on-line
 - ▶ Staff enter screenings received via paper or telephone, and must review any received online with common name or potential finding(s)
 - ▶ Staff provide Good Cause Waiver confirmations on provider request
 - ▶ Staff provide registration, screening, and GCW information to various state agencies (MMAC, AG, e.g.) for survey or investigative purposes
- ▶ Statistics reported

Measure	June 2017	SFY 2017
Screenings Conducted	43,193	491,374
Screenings with Finding(s)	4,582 (10.6%)	53,113 (10.81%)
New Registrants	9,214	88,925
Average # days to complete screening request	0	4.08
GCW applications approved/denied	185/65	1,664/369
Incoming call volume (call center software)	8,161	114,061



Measuring Performance: Missouri (3)

- ▶ Other data
 - ▶ Queries for surveyors or investigators
 - ▶ Screenings/registrations by user ID to assess staff productivity
 - ▶ Screenings by provider type for funding purposes or trend analysis
- ▶ What questions do we wish we could answer
 - ▶ Out of state findings
 - ▶ Hiring/employment history
- ▶ Suggestions/Advice to new States
 - ▶ Work with elected officials, other state agencies and other stakeholders to determine what is most useful to include in screening (FP example)



Oklahoma Performance Metrics

- ▶ Number of out of State CHRI hits and ineligible determinations
- ▶ Number of Rap Back hits and ineligible determinations
- ▶ Time to eligible determination where CHRI present
- ▶ Nurse Aide and Non-Technical Service Workers with Abuse, Neglect, or Misappropriation Case Review

Prior Screenings and Abuse Findings: Oklahoma



- ▶ Study Questions and Design
 - ▶ Does screening have an impact on subsequent abuse?
 - ▶ Were abusers screened? If so, what were screening results?
- ▶ Results
 - ▶ Over time, all abusers were screened
 - ▶ None who received waivers have been found as abusers
 - ▶ Numbers are very small, but abuse cases not significantly reduced yet.
- ▶ Suggestions/Advice to new States

Questions from States?

